



## Using role-plays to practice seeking redress

### Preparation checklist

- Provide copies of **Making a complaint about faulty goods** information sheet (approximately one copy per three students).
- Provide copies of the **Returning faulty goods** role-play sheet (approximately one copy per three students, one per group).



### Activity

- Divide the class into groups of three to role-play consumers making a complaint about faulty goods. Remind your students of role-play rules especially about de-roling.
- Give each student or group of students the **Making a complaint about faulty goods** information sheet and each group of students the **Returning faulty goods** role-play sheet.
- Ask the students to complete three role-plays using the three scenarios provided, with each student having the opportunity to try the three roles. Have the students discuss what happened in each role-play before they begin the next role-play.
- Discuss with the class what happened in the role-plays, and discuss some strategies they used that helped them get the problem with the faulty goods resolved.
- Discuss with students what they would do if the shop manager will not resolve the issue. There are legal avenues for consumers to pursue complaints including using the Disputes Tribunal. If your students want to find out what to do if they are having difficulty resolving a consumer complaint about goods or services or misleading advertising, they can go to

<http://www.consumeraffairs.govt.nz/consumerinfo/complaining.html>

